



## The Basics - Core considerations

## TRUST

## Questions relevant to trust to discuss with crisis-affected people

*Trust is not assumed—it is built through dialogue, transparency, and meaningful participation.*

This set of questions is designed to support open conversations with crisis-affected people about their expectations, concerns, and conditions for engaging with digital technology. Rather than seeking simple answers, these questions help surface what makes technology feel safe, useful, or risky from a community perspective, who is trusted to represent others, and which voices may be missing from decision-making processes.

They also encourage reflection on how information is shared, how often updates are needed, and which communication channels are trusted locally, laying the groundwork for more accountable, inclusive, and trust-based use of technology.

### 1. Facilitator guidance

These questions are intended to support dialogue, not to collect information in a one-way manner. **Facilitators should approach these conversations as opportunities to listen, learn, and build trust, rather than to validate pre-defined solutions.** Create spaces where people feel safe to share concerns, doubts, and expectations, and adapt the conversation format to the local context, cultural norms, and power dynamics.

Use a mix of group discussions and one-to-one conversations to ensure that different voices are heard, particularly those of people who may feel less comfortable speaking in public settings. Be attentive to who is present and who may be missing, and actively seek ways to include perspectives from marginalised or overlooked groups.

When introducing the questions, clearly explain why the conversation is taking place, how people's input will be used, and what influence it will have on decisions about technology. Avoid technical language, use familiar concepts, and encourage participants to express their views in the language and format they are most comfortable with. Where possible, share information openly and provide updates over time, reinforcing transparency and accountability as part of an ongoing relationship rather than a one-off interaction.



## 2. Practical checklist for facilitators

### Before the conversation

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- I am clear about **why** this conversation is taking place and **how what** is shared will be used.
  - I have identified possible **power imbalances** (gender, age, community role, language).
  - I have planned for **safe spaces**: group spaces and, if necessary, private conversations.
  - I have enough time (*this is not a rushed conversation* 😊).
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### During the conversation

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- I clearly explain the purpose of the dialogue and **what can and cannot** be expected as a result.
  - I **actively listen** to concerns, doubts, and expectations about the technology.
  - I ask **when and why** people would decide not to use a digital tool.
  - I identify **who is less visible or heard** and make efforts to include them.
  - I ask who is **truly trustworthy** to make decisions or represent the community.
  - I talk about updates, transparency, and follow-up, not just the present.
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### After the conversation

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- I record what I have learned without naming names or exposing individuals.
- I clearly share what will be done with what I have heard.
- I plan how and when I will communicate progress or changes.
- I check whether trust has been strengthened or whether there are still questions to be addressed.



### 3. The questions for trust

- \* What hopes and concerns do you have about technology, or about this particular tool?
- \* What information, practice or other resource do you need to feel comfortable using a digital tool?
- \* Under which circumstances would you decide not to use a digital tool?
- \* Who in your community needs technology the most, but is least seen or heard because of a marginalising characteristic?
- \* Who from the community needs to be involved and consulted in the process of designing and implementing technology?
- \* Who is trusted to make decisions on behalf of the community?
- \* Do you want updates on the progress of developing new digital tools? If so, how often would you want to be updated?
- \* What further information do you need from us?
- \* Which communication channels do your household and people in your community trust?